



August 1, 2011

IVHInsights

Employee Services

By Kathy Bair

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Left: IVH Relay for Life Team

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Commandant's Corner

The Iowa Commission of Veterans Affairs is a nine member commission appointed by the Governor. The commission consists of four women and five men whose mission is to represent all veterans across Iowa. The members of the commission represent seven different service organizations and the Iowa National Guard. These members come from all walks of life and have served their state and/or country as officers and enlisted in the ranks of the Army, Marines, Navy, and Air Force.

I am honored to work with this patriotic group of men and women in serving Iowa's veterans and their families.

I would like to thank all members of the Commission for choosing to serve in this

capacity. I would like to also recognize and congratulate Don Delamore, Rosetta Waychus, and Steve Mulcahy whose terms ended in April.

Todd Jacobus was recently voted Chair of the Commission. Todd replaces Darlene McMartin, who has chaired the Commission for the last year. Darlene has set a high standard for Todd to uphold. She has taught me many things, for which I am very grateful.

I look forward to working with Todd and the rest of the Commission over the next year in serving our veterans. When you see them, please take a moment to thank them for their service.

Commandant David Worley

Welcome New IVH Employees



Welcome new IVH Staff (from left to right): Dillon Horn, Kole Mulinix, Samantha Kennedy, Aracely Cantu-Gonzalez, Marilyn Polley, Wendy Hadley.

PR/Marketing Update

by Lisa Purvis

This (now monthly) newsletter is just one function of the PR/Marketing Department. There are many communication and promotional tools that the IVH utilizes to share the good work of IVH staff and volunteers including press releases, social media, appearances at county veterans benefit fairs, informative website, tours, direct mail, visits to area hospital discharge planners, and print materials.

In the competitive market of long-term care services, IVH has developed and implemented a marketing plan to achieve the following goals:

1. Increase awareness of IVH state-wide and regionally through clear, concise, and consistent messaging;
2. Develop promotions that will position IVH as the primary choice for veteran long-term care in the market area;
3. Enhance facility reputation by generating positive publicity on a regular basis and in a pro-active manner; and
4. Cultivate professional relationships and network with medical/industry professionals, County Directors, Veteran Service Organizations, other stakeholders, and the media.

IVH Insights is a monthly publication of the Iowa Veterans Home.

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Performance Improvement by Lisa Purvis

What is agency performance planning?

Agency performance planning looks at the agency mission (the purpose or why the agency exists) and defines the operations (core functions and key services, products and/or activities) that are in place to achieve that mission. An effective performance plan identifies measures for each core function and for key services, products and/or activities and monitors how well the agency achieves performance targets. In essence, a performance plan is a snapshot of what the agency does and how well it does it. The plan also helps to pinpoint improvement opportunities and implement strategies to achieve better results.

IVH Performance Plan

When Jim Elliott retired on May 31, the Performance Improvement duties were assigned to me. Because the FY 12 Performance Plan was due to the Iowa Department of Management by July 15, I immediately set out to prepare a plan that reflects IVH's operational model and revised Table of Organization. Each department was consulted and contributed to the Plan. The goals of the Performance Plan must be relevant to the operation of the agency, must correlate with the Agency Strategic Plan (IVH must develop theirs by December 15), and must be quantifiable (target number or percentage).

The IVH Plan consists of four main areas with specific goals for each area:

1. Nursing Services

- Number of resident falls requiring further treatment outside of IVH;
- Rate of medication administration error rate per every 10,000 doses;
- Percent of resident satisfaction with availability and response of social worker;
- Percent obese resident population;
- Percent residents with a minimum of five activities per month;
- Percent of residents who successfully complete and transition into independent community living; and
- Number of administrative involuntary discharges from Domiciliary directly related to non-compliance.

2. Medical Services

- Percent of residents participating

in IVH annual flu vaccination;

- Percent of employees participating in IVH annual flu vaccination program;
- Percent satisfaction of IRCC teams with the involvement of IVH mental health providers in responding to concerns of resident behaviors, exacerbation of mental, emotional, behavioral and substance use problems;
- Percent of residents satisfied with rehabilitation therapy programs;
- Percent of resident infection rate for urine, respiratory, skin, and other infections;
- Percent medication dispensing errors; and
- Percent residents taking nine or more medications with appropriate indication.

3. Ancillary Services

- Percent resident satisfaction with food services;
- Deficiencies noted by inspections; and
- Rate of lost work days due to injury on the job

4. Resource Management

- Percent of dollars billed that are collected;
- Percent completion of annual maintenance plan;
- Percent routine work orders that are completed within three days;
- Percent of work orders completed by housekeeping;
- Percent resident satisfaction with housekeeping;
- Dispatch - Percent of missed or late medical appointments;
- Number of nursing beds filled;
- Percent of employee annual evaluations completed in a timely manner; and
- Percent of employees attending mandatory training.

Several measures identified in the Plan will be measured by the Resident Satisfaction Survey tool that is currently being revised by a small team of IVH staff and chaired by Doug Moberly.

The document was reviewed by the IVH Board of Directors at their meeting on July 14. The PI Department has now been re-assigned to Cindi Hineman (ext. 4559).

Facilities Management *by Kathy Shannon*



For the last couple of months, I have been talking about how the Dack Dayrooms would be open soon. While the contractor has good intentions, there has been some struggle to get the project completed. All construction projects come with some challenges and delays and this project is no different. The contractor is attempting to get the terrazzo flooring completed before IVH takes possession of the area. IVH staff is poised and ready to set all the furniture in place and stock the shelves with all items and supplies as soon as we are given the word that the rooms are complete.

The Fox building also continues to progress well. The furniture is being delivered and placed in all the areas that don't have continued construction. The construction of the fireplace will begin soon and the installation of the artwork is scheduled to occur in December.

The Dietary Floor Replacement project is almost completed. There will be about two weeks more tile replacement that will occur the first week in August. The Dietary staff will utilize the dish room in the basement for those two weeks, so be aware there will be increased traffic in this area once again. The Malloy LRC has been completed and the residents are enjoying utilizing this space once again.

The library project (*pictured above*) is now complete. The flooring was removed, the walls repaired and painted and new flooring installed. The library also now has new shelving for the reading material. The Maintenance staff worked hard to get the project completed in a short amount of time. Many thanks to all who moved and stored the books and are placing them back on the shelves. This project was completed thanks in large part to the Memorial Money that was used to fund this project.

The Marshalltown Garden Club has now also completed a landscaping project in front of cottage # 3. The club removed the ragged looking shrubs from in front of this cottage and planted some beautiful perennial plants and mulched the whole area. Thanks to the Garden Club for their hard work!

The elevator project in Dack should be coming to a close soon. The middle elevator will have the floor replaced on August 1st and the east elevator is scheduled for floor replacement on August 8th.

Volunteer Services *by Diane Lemker*

Members of the Region 4 UAW Veterans Committee from Iowa, Wisconsin and Illinois were at IVH on Saturday, July 23rd, to sponsor their second annual Vets Day at IVH. They treated our residents to a meal of hamburgers, brat patties, chicken tenders & pulled pork, along with chips, beans, watermelon, ice cream treats, Rice Krispie treats, & drinks. They also sponsored a band to entertain our residents in the Atha Dining Room from lunchtime until 3:00 pm.

Members of the American Legion Riders Post 232 rode their motorcycles to IVH to help at the event and to deliver donations. They brought a cart full of items that were donated by their members and a large monetary donation to our Canteen Book Account and Recreation Account from a fundraiser at the Iowa Speedway in May.

State officials with the Sons of AMVETS & AMVETS Auxiliary were also here to help and U.S. Representative Bruce Braley stopped by to visit with all of the residents, staff and volunteers at the event.



FOOD AND NUTRITION SERVICES

by Mark Freland

I have been making steady contact with some of our local producers concerning sweet corn and tomatoes. Many of the earlier plantings with corn were destroyed by the storm that hit Marshall County a couple of weeks ago. I've been assured that there will still be plenty of opportunities to purchase corn in August and September.

Tomatoes are just beginning to come on. The cold weather earlier in the summer has delayed their maturity but we should see some of the home grown tomatoes in the next couple of weeks.

We're also beginning to see some produce come in from our resident gardens. Cucumbers, squash, and peppers are coming in at a steady rate so we should be able to start placing some of these on the menus soon.





Floyd Teske Turns 105!

On July 11, IVH Resident Floyd Teske celebrated his 105th birthday with a cake and small celebration on Malloy 4.

A decorated veteran of World War II, Floyd came to live at the Iowa Veterans Home in 2007. He had previously lived in Burlington, Iowa and had a career as a mortician.

IVH Social Worker Lisa Blabaum says, "We enjoy having Floyd on our unit; he loves to visit with others and reminisce." Floyd says that he "appreciates the birthday parties and everything the staff do" for him. "They are just like family," he adds.

Upcoming Events

Day	Date	Time	Event	Location
Thurs	8/4	1:30 pm	Garden Box Awards	Malloy LRC
Fri	8/5	7 pm	SEHARC Night with the I-Cubs	Des Moines
	8/5-7		Mid-Iowa Antique Power Show	8 mi west of Mtown
Wed	8/10	3 pm	Resident Council Meeting	Dack Dining Rm
	8/11-21		Iowa State Fair	Des Moines
Sat	8/13	2 pm	Resident Root Beer Float Social	Malloy LRC
Mon	8/15	10 am	Veterans Day Parade at Iowa State Fair	Des Moines
Mon	8/22	9 am	Legislative Town Hall meeting	Malloy LRC

Announcements

A big **THANKS** to the IVH volunteers and staff who helped make the Region 4 UAW Vets Day at IVH run smoothly on July 23: ABM staff, Edith Armbrrecht, Bob Bane, Steve Bovee, Howard Braden, Marge Diggins, Colleen Goodman, Olaf Grosland, Renae Gruetzmacher, Laura Haugen, Deb Hill, Sharon Kriegel, Doris Lemker, Bruni Levings, Rex Lewis, Jo Lynch, Barry Manz, Meri Martin, Dick Matney, Katie Matney, Ruth Matney, Marge Neymeyer, Sue Olson, Tracy Ostrem, Deana Primus, Bill Rakers, Anna Stringer, Marcy Tucker, & Roxanne Wolken. ~ *Diane Lemker*

Farmers Markets are in full swing in the Marshalltown area. Be sure to visit the Farmer's Market at 108 N. 2nd Avenue on Wednesday from 4-6 pm and Saturday from 8-11 am. Also visit the Main Street Farmer's Market on Thursdays from 4:30-7 pm. Support local farmers and enjoy a variety of fresh produce, baked goods, food vendors, entertainment, and free children's activities.



Hello, my name is Kara Rewerts. I am doing a six-month music therapy internship at IVH with Kim Marsh. I'm from Ackley, Iowa, and I just graduated from Wartburg College in May. In my free time I enjoy playing the piano, watching movies, and doing anything outdoors. After my internship, I plan to get a job as a music therapist and stay here in Iowa. I am enjoying getting to learn about IVH and its residents. I have met lots of friendly faces here already, and I'm looking forward to meeting many more of you!

Unit Based Team Model *by Lana Comstock, RN*

The Unit Based Team (UBT) design event was held in May, 2011. The group is working to design what the UBT looks like and how to implement; while we realize that each UBT will have its own uniqueness. The design team has identified the following UBT definition:

A Unit Based Team empowers members within the community to utilize their knowledge, talents, abilities and all available resources to participate in the decision making process to ensure the residents' quality of life and employee satisfaction.

Although there are many components to designing the UBT, one major area is in education to promote the UBT. Members are working to achieve and implement education for all. You will begin to see educational components roll out in September. Please keep thinking about how the UBT will look for you/ your team and work together in planning. The Unit Based Team concept is one that focuses decision making at the level where the work is happening. In order to achieve this principle all team members are responsible to their core work and decision making must be within the scope of the individual's practice. All decisions must always remain focused on our responsibility to the IVH mission, caring for our veterans and their spouses.

Another area being worked on with the IVH IT Department is a UBT SharePoint Site. Once it is completed the site will be available to all employees. The site will serve as a resource of information on UBTs and will even have a section for employee questions that team members will address.